

PROVIDER ISSUES IN CABINET FOR HEALTH AND FAMILY SERVICES ADMINISTRATIVE HEARINGS

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CHFS ADMINISTRATIVE HEARINGS: OUR GOALS

- Fair
- Expert
- Timely
- Responsive

CHFS

ADMINISTRATIVE HEARINGS

- F&C AHB: Eligibility Hearings
 - ✓ 2012: 1957 case assignments
 - ✓ 2012: 593 Medicaid eligibility case assignments

- HS AHB: Service Hearings
 - ✓ 2012: 1472 case assignments
 - ✓ 2012: 696 Medicaid service case assignments;
485 MCO cases;
211 FFS cases;
59 Provider Repayment cases; and
7 Provider Termination cases

HEARINGS and TRIALS

- Legislative Branch: Enact Law
- Judicial Branch: Adjudicate Law
- Executive Branch: Enforce Law
Promugate Law and
Adjudicate Law

DUE PROCESS IN ADMINISTRATIVE HEARINGS

- Constitutional Protections
- KRS Chapter 13B

DUE PROCESS IN ADMINISTRATIVE HEARINGS

- Timely and Adequate Notice
- Meaningful Opportunity to be Heard
- Impartial Decision Maker

Hearings Basics

1. Service Denial: Cabinet or MCO sends Adverse XN Letter
2. Patient Request for a Grievance Review
 - ✓ w/i 30 days event: 907 KAR 17:005 Sec. 4(2)
 - ✓ Grievance Process is now Mandatory:
907 KAR 17:005 Sec. 5(1)
3. MCO Grievance Procedure
 - ✓ 30 days for decision: 907 KAR 17:005 Sec. 4(2)(b)
 - ✓ Expedited decision if standard time would jeopardize patient's life, health, or ability to achieve maximum functioning: 907 KAR 17:005 Sec. 4(14)

Hearings Basics

4. Adverse XN Letter

- ✓ Must provide law and facts in sufficient detail to allow adequate preparation: 907 KAR 17:005 Sec. 4(20)

5. Patient Request for a Hearing

- ✓ w/i 45 days in MCO cases: 907 KAR 17:005 Sec 5(3)(b)
- ✓ w/i 30 days in FFS cases: 907 KAR 1:563 Sec 4(2)

6. Hearing before AHO

- ✓ w/i 30 days of Req for Hrg: 907 KAR 1:563 Sec 6(2)

Hearings Basics

7. Hearing Officer's Recommended Order
 - ✓ w/i 30 days of Hearing: 907 KAR 1:563 Sec. 6(2)
8. Exceptions to Recommended Order/ Request for Cabinet Level Review
 - ✓ w/i 15 days of Rec Order: 907 KAR 1:563 Sec. 6(2)
9. Review by Secretary/Final Order
 - ✓ w/i 90 days of Req. for Hrg: 907 KAR 1:563 Sec. 9(3)
10. Appeal to Circuit Court and beyond
 - ✓ w/i 30 days of Final Order: 907 KAR 1:563 Sec. 10(2)

Providers as Authorized Representatives

- Provider must have member's "written consent"
 - ✓ 907 KAR 17:010 Sec. 4(4)(a)
- For the "specific action" being appealed
 - ✓ 907 KAR 17:010 Sec. 4(4)(a)
- Consent form must be signed and dated by member "no earlier than date of MCO action"
 - 907 KAR 17:010 Sec. 4(4)(b)

Prior Authorization

- Required for all services except “physical or behavioral emergency services”: *See* 907 KAR 17:015 Sec. 2(12)
 - ✓ Must be “medically necessary”
 - ✓ Must be authorized after provided
 - ✓ Must be a covered service

- *See also* “Prudent layperson standard”: “acute symptoms of sufficient severity such that w/o immediate medical attention the person (or unborn child) could reasonably expect serious jeopardy to health, serious impairment to bodily function, or serious dysfunction of organs:
 - ✓ 907 KAR 3:130 Sec. 1(4).

- Note: if provider intends to be an authorized representative when an emergency service is denied, the authorization must be signed after the MCO's denial

MEDICAL NECESSITY

- CHFS must ensure member's right to contest a denial:
907 KAR 3:130 Sec. 2(2)
- Determination of what is a covered benefit or medically necessary must be based on individualized assessment of member's medical needs:
907 KAR 3:130 Sec. 2(1)(a)
- CHFS has "final authority to determine clinical appropriateness AND medical necessity":
907 KAR 3:130 Sec. 2(2)

MEDICAL NECESSITY

- “medical necessity determination”: 907 KAR 3:130 Sec. 2(1)
 - ✓ Reasonable and required to diagnose, treat, or prevent disease, illness, injury, or disability
 - ✓ Appropriate service in amount, scope, and duration based on generally accepted standards of practice
 - ✓ Not for convenience or cosmetic reasons
 - ✓ In the most appropriate location
 - ✓ Or must be a needed emergency service under “prudent layperson standard”

- “clinical appropriateness”:
 - ✓ Interqual standards: 907 KAR 3:130 Sec. 1(1)

- Must also consider “program criteria”

LRC Website for State Law

<http://www.lrc.ky.gov/law.htm>

This website provides access to all of Kentucky's statutes and regulations searchable by Chapter, Title, or keyword

The End